



End of the Year Assessment Report
Department: Office of Student Government

Kean University

Student Affairs

Office of Student Government

OSG Goal 1: Programming

To increase the involvement of all students and improve the quality of their college experience by providing diverse programs both on and off campus, at affordable prices that will enhance student learning in the areas of personal, professional, academic, social and cultural interest and edification.

Supports: 2013-2020 KU Strategic Plan Goal: Goal 2: To attract and retain more full-time, first-time undergraduate, transfer and graduate students. Goal 5: To provide world-class external opportunities to members of the Kean University community, thereby widening our community beyond the physical campuses, by substantially augmenting our academic, cultural, economic and community partnerships at three distinct levels: the local; regional and national; and international*

Related Items

OSG Objective 1.1: Development and Formalization of Programming Board

Office of Student Government will work with the Division of Student Affairs to redesign a programming board. A programming board will be established and trained by March 2014, according to the programming board organizational chart.

Responsible Role: Managing Assistant Director (Cantres, Alexa)

Measures




The development of a Programming Board structure, roles and responsibilities and the completion of training.

Implementation plan with timeline

Meet with other departments within the Division of Student Affairs and student leaders to develop a plan for a Programming Board by December of 2013.

Data Results

Programming Board for the 2014-2015 is currently being compiled and trained. Applications were modified according to new programming board documents. Training is scheduled to take place.

-  [Programming Board Mission Statement](#)
-  [Programming Board Organizational Chart](#)
-  [Programming Board Position Descriptions](#)

Supplemental Data (Campus Labs)

Actions Taken Based on Data Collected

Finalizing new Programming Board structure delayed availability of application. Programming Board Applications need to be available by January.



OSG Objective 1.2: Student Org and Funded Group Programming

Student Org and Funded Groups will provide 73 programs by AY 2014.

Responsible Role: Managing Assistant Director (Cantres, Alexa), Managing Assistant Director (Hench, Carli), Program Assistant (Prodeline, Lori)

Measures




Programming list will show the number of programs sponsored. 73 programs is one third of the number of event creations on CougarLink during AY 2013. The number of event creations on CougarLink during AY 2013 included meetings. This year we do not want to include meetings as part of our event count.

Implementation plan with timeline

Create and execute programs by July 1st, 2014.

Data Results

During AY 2014, Student Organization hosted 35 events and Funded Groups hosted 77 events. Event creations were all submitted on CougarLink. Documents attached show the timeline of when events occurred, as well as the percentage breakdown of how many events each type of organization hosted.

-  [Events Snapshot](#)
-  [List of Events](#)
-  [Student Government Events 2010-2013](#)

Supplemental Data (Campus Labs)

Actions Taken Based on Data Collected

Continue to increase the quality and quantity of the events hosted.

OSG Objective 1.3: GPSC Programming

GPSC will provide at least 11 programs by AY 2014.

Responsible Role: Director (Faser, Stephanie)

Measures



Programming list will show the number of programs sponsored. 11 programs is the number of events GPSC hosted during AY 2013.

Implementation plan with timeline

Meet with programming board in July of 2013 to vote and discuss programs. Programming board will fill out necessary paperwork and staff will finalize details in order to execute program.

Data Results

During AY 2014, GPSC hosted 13 events. Event creations were all submitted on CougarLink. Documents attached show the timeline of when events occurred, as well as the percentage breakdown of how many events each type of organization hosted.

-  [Events List](#)
-  [Events Snapshot](#)

Supplemental Data (Campus Labs)

Actions Taken Based on Data Collected

Continue to increase the quality and quantity of the events hosted.

**OSG Objective 1.4: Community Service**

Office of Student Government will continue to host at least 2 major community service events per academic year (Relay for Life and Foodbank Luncheon) resulting in a 15% increase in the amount of money given to the community.

Responsible Role: Managing Assistant Director (Cantres, Alexa), Director (Faser, Stephanie), Managing Assistant Director (Hench, Carli)

Measures

Amount of money raised during AY 2014 in comparison to amount of money raised in AY 2013.

Implementation plan with timeline

Create and implement community service projects by May of 2014.

Data Results

The Annual Food Bank Luncheon took place on November 14, 2013. There was \$2,523.00 raised from the event, this was \$103.00 more from the previous year, a 4% increase.

Relay for Life took place on April 27, 2014. There was \$14,727 raised, this was \$8,627.00 more from the previous year, a 141% increase.

- [Community Food Bank Money Raised](#)
- [Relay for Life Money Raised](#)

Supplemental Data (Campus Labs)**Actions Taken Based on Data Collected**

Combined, both community service projects resulted in a significant increase from AY 2013 in the amount of money raised. Continue to host these annual charitable service projects.

OSG Objective 1.5: Implementation of New Community Service

By the end of February 2014, Student Org, GPSC and Funded Groups will participate in a new annual community service project/team builder that will result in improved communication skills and collaboration among participants.

Responsible Role: Managing Assistant Director (Hench, Carli)

Measures

Regular meetings with VP of Funded Groups to discuss project ideas and details for event.

Implementation plan with timeline

Create and implement community service project. Develop survey asking participants to rate their communication skills and likelihood of collaboration prior to the event and after the event. Determine if the event impacted the results.

Data Results

A survey was distributed after the event. A pre-survey was not distributed because survey was designed using indirect measures. 30 participants in the project completed the survey. Of the respondents, 70% were very satisfied with the event. 76% rated moderately or above that their communication skills had improved since participating in the event. 90% rated moderately or above that their collaboration with other groups will improve because of this event. 84% rated considerably or above that this event benefited the community. A few of the student's feedback was,

"I have learned so much from this program alone. This was my first time volunteering for something at kean university. I have gained confidence when communicating, I have learned how to take action when being the leader of the group because I am soft spoken. This one program has helped me become more confident in being involved."

"The Build a Bike program was a great community service event not only to bring service to those surrounding the university grounds but for the fact that it brought students that never met one another together to work for the common good for someone else."

- [Attendee List](#)
- [Build A Bike Assessment Report](#)

Supplemental Data (Campus Labs)**Actions Taken Based on Data Collected**

Annually host a different teambuilder/community service project to encourage collaboration and improve communication skills among groups. Increase the number of respondents to the post assessment.

**OSG Objective 1.6: Program Assessments**

Develop a new theory based program assessment tool that can be implemented and measured online. Measure 50% of programs using the new tool.

Responsible Role: Managing Assistant Director (Cantres, Alexa), Director (Faser, Stephanie), Managing Assistant Director (Hench, Carli)

Measures

Program assessment will be implemented through Campus Labs and informed by NACA competency guide for student leaders and Social Change Model.

Implementation plan with timeline

By January 15th 2013, read through NACA competency guide for student leaders and the Social Change Model. Develop questions that will be directly tied to events for students to answer.

Data Results

Program Assessments were redesigned using Programming Domains informed by NACA and Social Change Model. Program Assessments were distributed to all Funded Groups in April requesting that they fill out 2 assessments for 2 separate programs. 20 respondents completed program assessments. Over 90% of respondents rated that their event was satisfactory or above. In addition, over 50% of respondents strongly agreed that they utilized teamwork, proper time and fiscal management, problem solving strategies and effective communication, among other competencies. See below for raw data.

Supplemental Data (Campus Labs)

Name	Source
Creator Program Assessment	Baseline (All project data)

Actions Taken Based on Data Collected

Train staff, funded group officers and programming board on programming domains. Make program assessment form available in the beginning of AY 2014. Add area to form where group can indicate the name of their group and why they were dissatisfied with the program. Track which groups submit a program assessment. Utilize additional surveys to be completed by attendees for major events.

OSG Objective 1.7: Social Media

Actively promote programs and services through Facebook, resulting in a 30% increase in hits as compared to AY 2013.

Responsible Role: Managing Assistant Director (Cantres, Alexa)

Measures

Compare FaceBook Statistics from AY 2013 to AY 2014.

Implementation plan with timeline

Assign staff member to update Facebook on a weekly basis.

Data Results

A student aide staff member was assigned to weekly post on Facebook, Instagram and Twitter. Weekly postings on all three sites occurred. The number of "Likes" on Facebook increased 6% from AY 2013.

-  Number of Facebook "Likes"

Supplemental Data (Campus Labs)**Actions Taken Based on Data Collected**

Due to the increase in the variety of social media sites, student Government expanded its outreach to Twitter and Instagram.

According to student feedback, Facebook is no longer a trend in the youth community. Future measurements will include all social media outlets used.



OSG Objective 1.8: Kean Ocean Programming

Student Org will increase events held at Kean University, Ocean Campus by 15% in AY 2014 from AY 2013.

Responsible Role: Director (Faser, Stephanie)

Measures

Compare the number of events executed during AY 2013 to the number of events executed in AY 2014.

Implementation plan with timeline

Develop student programming board to decide on programs. Execute programs by April 2014.

Data Results

During AY, 2013, student government hosted 8 events, excluding Funded Group events. During AY 2014, student government hosted 21 events, excluding Funded Group events. Two of these events were collaborations with another department. This represents a 160% increase in programming on the Kean Ocean campus. Additionally, Student Organization Funded Groups hosted 6 events at the Kean Ocean campus. Documents attached show the timeline of when events occurred and a listing of the student's assessment of the programs. In summary, students found the programs helped their abilities to communicate, speak in public, and manage a group and/or project.

- [Assessments for Kean Ocean programs](#)
- [List of events held at Kean Ocean](#)

Supplemental Data (Campus Labs)

Actions Taken Based on Data Collected

Continue to hold quality events at the Kean Ocean campus.

OSG Objective 1.9: Management Position in Involvement Center

By the end of AY2014, develop an opportunity for learning through obtaining a Graduate Assistant or Academic specialist in charge of co-managing the involvement center and programming for funded groups.

Responsible Role: Director (Faser, Stephanie), Managing Assistant Director (Hench, Carli)

Measures

Completion of New Hire.

Implementation plan with timeline

By January 2014, discuss with administration the possibility of hiring a graduate assistant or hiring an academic specialist.

Data Results

Graduate Assistants for the Office of Student Government have been deemed unobtainable. An academic specialist was hired in June of 2014 and charged with the task of working with funded groups on their programming. They will act as a supervisor in the Involvement Center. It has not been determined whether the individual will oversee the Involvement Center staff and take on involvement center responsibilities.

Supplemental Data (Campus Labs)

Actions Taken Based on Data Collected

Train new hire to develop and work with groups.

**OSG Objective 1.10: Involvement Center Satisfaction**

By the end of AY 2014, develop a baseline of the satisfaction of the Involvement Center support given to the groups. Work with the Involvement Center to develop and execute a system to improve the support given to groups for the next academic year.

Responsible Role: Managing Assistant Director (Hench, Carli)

Measures

Develop strategies for improving support given to groups. A baseline will be gathered by asking each student executive board officer at the student leadership conference their awareness of the involvement center.

Implementation plan with timeline

Meet with the involvement center staff to develop a plan for engaging group leaders. Add registration questions to student leadership conference about the Involvement Center. Integrate satisfaction questions to the check in process when students enter the Involvement Center.

Data Results

Objective was not met because of Involvement Center policy and staff changes that made implementation of new policies challenging.

Supplemental Data (Campus Labs)**Actions Taken Based on Data Collected**

Discuss possibilities of Involvement Center awareness and satisfaction survey with Involvement Center management team.

OSG Goal 2: Student Needs

To work with student government leaders to recognize and address the needs and concerns of the student body, while also engaging the student body in the efforts of the student government.

Supports 2013-2020 KU Strategic Plan Goal: Goal 4: To utilize our diversity and global perspective to further promote a learning environment that is equitable, inclusive and socially just.

Related Items**OSG Objective 2.1: Surveys**

By the end of AY 2014, distribute through CampusLabs at least 2 surveys, with one being at Kean

Ocean campus, to determine if the student's needs are being met.

Responsible Role: Managing Assistant Director (Hench, Carli)

Measures

Distribution of Campus Labs survey.

Implementation plan with timeline

Create and distribute surveys through CampusLabs by April of 2014.

Data Results

A satisfaction survey was distributed at two events, resulting in 58 respondents. Of these, 39 were Graduate students and 19 were Undergraduate students. 57 respondents indicated that they were satisfied or very satisfied with the event. A Student Needs survey was distributed to Kean Ocean students, which allowed the programming board to determine where, when and what time to hold programs, along with how to communicate with the Kean Ocean students. The survey also informed students on how connected the students feel to the Kean Ocean campus and 75% of the respondents rated student government's ability to address concerns as average or above average.

Supplemental Data (Campus Labs)

Name	Source
Student Satisfaction Survey	Baseline (All project data)
Kean Ocean Student Needs Survey	Baseline (All project data)

Actions Taken Based on Data Collected

Utilize satisfaction survey or other survey for attendees at more events. Distribute Student Government needs survey at Kean Union campus.

**OSG Objective 2.2: Addressing Student Concern of Wi-Fi**

Executive Board Officers will conduct research of where technology and Wi-Fi needs to be increased university wide, including East Campus, Kean Ocean and Kean Union campuses. Executive Board Officers will attend at least 2 meetings addressing the technology issues.

Responsible Role: Managing Assistant Director (Cantres, Alexa), Director (Faser, Stephanie)

Measures

Meeting Reports. Student Conducted Research.

Implementation plan with timeline

Work with students to prepare them for their administrative meetings. Gather data University Wide to determine the areas of improvement needed. Students will hold meetings by December 2013.

Data Results

Executive Board Officers from Student Organization interacted with students across the Union campus to gather feedback.

Executive Board Officers contacted OCIS administrators to address the issues brought to their attention. Executive Board Officers and other student leaders discussed the issues at Student Leadership Council with OCIS administrators. OCIS reported that they have been assessing the Wi-fi issues themselves and are working on solutions to address them.

Supplemental Data (Campus Labs)**Actions Taken Based on Data Collected**

Executive Board Officers will continue to work on student concerns as they arise and report back to the Kean campus on the status of those concerns.

OSG Objective 2.3: Committee Membership

Improve monitoring of committee attendance and membership tracking so that 25% more committees are filled in comparison to AY 2013. Create a committee report form to measure the impact students have by serving on committees. Student Org will compare committee membership to AY 2013.

Responsible Role: Managing Assistant Director (Cantres, Alexa), Director (Faser, Stephanie), Managing Assistant Director (Hench, Carli)

Measures

Compare committee attendance for AY 2013 to AY 2014.

Implementation plan with timeline

Create accurate list of committee members and chairpersons by October, 2013. Schedule members to report at council meetings by November, 2013. Implement committee report form online by December, 2013.

Data Results

During AY 2013, twenty-five of thirty-three University/organizational committees had at least one student representative.

Seventeen students reported through email to the Secretary on the completion of the committees. During AY 2014, eleven University/organizational committees had student representation. Committee report form was initiated online by March, 2014. Five students completed the committee report form.

Respondents understood the goals of the committee. The majority of the respondents were satisfied with the accomplishments and activities of the committee. One respondent explained their experience on the committee, "I loved being a part of the committee and having a say as well as being able to speak whenever."

- [Committee Report Form Results](#)
- [Organizational Committees](#)
- [University Wide Committees](#)

Supplemental Data (Campus Labs)**Actions Taken Based on Data Collected**

Committee report forms will be available when committee members volunteer to serve on the committee so members will be told upfront that they need to complete them. Regular reminders will be sent out to members to remind them to complete the forms. In addition, an ongoing yearly dilemma which causes low student participation in committees is the lack of committee meeting times and chairpersons in the beginning of the year when students are asked to volunteer to serve.



OSG Objective 2.4: Capital Improvements

Continue to assist the University in the advancement of physical space through capital improvements by having at least 3 meetings to discuss the renovations of the Cougar's den.

Responsible Role: Director (Faser, Stephanie)

Measures

Plans for renovations will be completed by January 2014. Samples will be decided on for materials by February 2014.

Implementation plan with timeline

Meetings throughout the academic year with appropriate staff will determine the execution of plans and will facilitate the completion of the project.

Data Results

Student Organization contributed \$210,000 and Graduate and Part-time Student Council contributed \$190,000 for the Cougar's Den renovations. Three Executive Board officers from the boards served directly on the committee that discussed the progress of the renovations. Five meetings occurred to move forward on the project. All Executive Board Officers from both boards were included on voting on the design of the Cougar's Den, the fabric, furniture, paint colors, etc. The Cougar's Den grand opening was held on March 20th 2014.

Supplemental Data (Campus Labs)

Actions Taken Based on Data Collected

Continue to assist the University in capital improvements, where resources are available.

OSG Objective 2.5: Scholarships

Continue to advance scholarship opportunities and create development opportunities for students by ensuring student representation on the Foundation Scholarship committee.

Responsible Role: Director (Faser, Stephanie), Managing Assistant Director (Hench, Carli)

Measures

Distribution of scholarships; meeting with foundation administrators.

Implementation plan with timeline

Make scholarship application available in beginning of Spring term. Student Committee members will conduct interviews with applicants. Director will discuss with the foundation office the participation of students on the Foundation committee for future distribution of scholarships.

Data Results

Applications were available from February 7th through March 7th. Twenty scholarships were available for distribution. There were four applicants for Memorial Scholarship and six applicants for Freshman Scholarship. Three Memorial Scholarships were distributed to upperclassmen and two Freshman Scholarships were distributed to Freshman. Discussions occurred with the Foundation office to run the scholarships through the Foundation for the future years.

Supplemental Data (Campus Labs)

Actions Taken Based on Data Collected

Scholarship Applications will be available for a longer period of time, publicized better and ran through the Foundation office.

OSG Goal 3: Leadership Development

To train and develop student leaders to be successful in their current roles and to prepare them for their future careers.

Supports 2013-2020 KU Strategic Plan Goal: Goal 2: To attract and retain more full-time, first-time undergraduate, transfer and graduate students.

Related Items



OSG Objective 3.1: Student Evaluations

Executive Board Officers and student staff will measure their success in their positions and discuss how they can improve their performance by completing 1 self-evaluation at the end of each semester. Presidents and student managers will be expected to conduct 80% of evaluations.

Responsible Role: Managing Assistant Director (Cantres, Alexa), Director (Faser, Stephanie), Managing Assistant Director (Hench, Carli)

Measures



During AY 2013, 72% of evaluations were conducted by the Presidents of the organizations. Executive Board officers perceived success in their positions will be compared to their evaluation scores.

Implementation plan with timeline

Create and implement evaluation online through Qualtrics. Sit and review evaluations with Executive Board officers at the end of the Fall and Spring semesters.

Data Results

Student managers participated in the evaluation process for student staff for both Fall and Spring semesters. Presidents of both organizations conducted evaluations for the Executive Board Officers they oversee for both Fall and Spring semesters. Students mostly ranked themselves as satisfactory or above satisfactory in all areas of the evaluation. Evaluators were responsible for providing positive feedback, while also delivering areas of improvement for the individual being evaluated. Attached are the evaluations.

-  [Executive Board Self-Evaluations](#)
-  [Student staff Self Evaluations](#)

Supplemental Data (Campus Labs)

Actions Taken Based on Data Collected

Continue to have students evaluate each other while a manager oversees the process to develop both the individual being evaluated and the individual conducting the evaluation.

OSG Objective 3.2: Presentations at T2K Classes

By the end of AY 2014, create a professional and strategic framework for executive board officers to present at T2k classes. The Executive Board officers will present at 15 T2K classes by March 2014.

Responsible Role: Managing Assistant Director (Hench, Carli)

Measures




Number of T2K classes attended, along with presentation system.

Implementation plan with timeline

Create and implement T2K schedule, script, and strategic system by December of 2014 to ensure consistency and professionalism when presenting in T2K classes.

Data Results

Relationships were formed between the professors and the Office of Student Government to arrange the presentations. Nineteen students presented at eleven different T2K classes (see attached list). The students used a script to ensure consistency between presenters.

-  [Presenter List for T2K Classes](#)
-  [Presenter Script for Classes](#)
-  [Thank you Letter to Professors for allowing our participation](#)

Supplemental Data (Campus Labs)

Actions Taken Based on Data Collected

Presentations were not made at more than 11 T2K classes because arrangements were not possible for more, either because student presenters were not available or because professors did not respond to the emails. For AY 2014, correspondence to T2K professors will be made earlier in order to arrange the presentations. Develop method to link the impact presenting at T2K classes has on getting student involved in student government.



OSG Objective 3.3: Student Leadership Training

100% of Executive Board Officers will complete a minimum of 15 hours of training by May of 2014. 40% of Executive Board Officers will conduct at least 1 training during the year.

Responsible Role: Managing Assistant Director (Hench, Carli)

Measures

Completion of trainings.

Implementation plan with timeline

Develop makeup training for executive board officers and develop opportunities for student leaders to conduct trainings by December 2014.

Data Results

100% of Executive Board Officers completed at least 15 hours of training through participating the weekend retreat or the extensive Executive Board makeup training. Assessment from the Executive Board Training indicated that 9 out of the 10 respondents felt very prepared for their position after having attended the weekend training. Six Executive Board officers conducted one or more trainings. They are as follows: Treasurer for Funded Group and Class Treasurers; Secretary for Funded Group and Class Secretaries; VP of Funded Groups for Funded Group Executive Board Officers; Executive VP for Class Presidents; Freshman Class President for Freshman Class Representatives; VP of Programming for Programming Board and President of Student Org for Student Org Council.

-  [Executive Board Training Evaluation](#)

Supplemental Data (Campus Labs)

Actions Taken Based on Data Collected

A list of needed trainings with a timeline for Student Org, GPSC and Funded Groups needs to be developed. Start to administer a one line assessment of how the trainees experienced training others. Also, administer survey to those who have been trained to see how they experienced being trained by another student leader.

OSG Objective 3.4: Myers Briggs Training

To host at least 1 Myers Briggs communication training for Kean students.

Responsible Role: Director (Faser, Stephanie), Managing Assistant Director (Hench, Carli)

Measures

Completion of training.

Implementation plan with timeline

Schedule Myers Briggs Consultation and training by March of 2014.

Data Results

Myers Briggs communication workshop was conducted in the Fall semester during a GPSC general body meeting. In addition, each Executive Board officer for AY 2013 and AY 2014 was given the opportunity to do a 1 on 1 debriefing of the individual's personality style and participated in Myers Briggs training. Attached is the assessment of the workshop conducted by a Myers Briggs consultant on May 30, 2014, which indicated all of the participants found the workshop to be very engaging. In addition, all of the participants agreed that the training helped them learn how to communicate, listen and provide feedback more effectively and how to handle difficult situations.

-  [Myers Briggs Training](#)

Supplemental Data (Campus Labs)

Actions Taken Based on Data Collected

Continue to hold Myers Briggs training and debriefings to assist students in learning effective communication strategies. Develop long-term measurement of the impact Myers-Briggs training has on students.